

**CITY OF ARCADIA**  
**OFFICE ASSISTANT**  
**ADMINISTRATIVE ASSISTANT**  
**SENIOR ADMINISTRATIVE ASSISTANT**

**DEFINITION**

Under general supervision, to perform a variety of entry level (Office Assistant) or highly responsible (Administrative Assistant and Senior Administrative Assistant), clerical, secretarial, or administrative duties in support of the assigned department and/or division; to provide word processing and data entry support (Office Assistant); to assist in planning, organizing, and coordinating support activities, operations, and functions related to the assigned office (Administrative Assistant); to perform responsible, confidential and complex administrative and secretarial duties for management staff and oversee the operations and functions of the assigned office (Senior Administrative Assistant); and to provide information and assistance to staff and the general public.

**DISTINGUISHING CHARACTERISTICS**

**Office Assistant** – This is the entry level in the Administrative Assistant class series. Positions at this level usually perform most of the duties required of the positions at the Administrative Assistant level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is used as an entry-level class, employees will have two years of clerical experience involving public contact and education equivalent to the completion of the twelfth grade.

**Administrative Assistant** – Positions at this level are distinguished from the Office Assistant level by the performance of the full range of duties as assigned, working independently and exercising judgement and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Administrative Assistant level may be filled by advancement from the Office Assistant level with three years of increasingly responsible administrative secretarial experience and meet the flexible staffing procedurals in the Personnel Rules & Regulations. When filled from the outside, the employee is required to have prior related experience, which allows the employee to meet the qualification standards for the Administrative Assistant level.

**Senior Administrative Assistant** – Positions at this level are distinguished from the Administrative Assistant by requiring more experience at the Administrative Assistant level and by the performance of the full range of duties as assigned, using independent judgement and personal initiative. Positions in this class series are flexibly staffed and positions at the Senior Administrative Assistant level may be filled by advancement from the Administrative Assistant level with four years of increasingly responsible administrative, secretarial, administrative assistant, office

management, or related experience, and meet the flexible staffing procedurals in the Personnel Rules & Regulations. When filled from the outside, the employee is required to have prior related experience, which allows the employee to meet the qualification standards for the Senior Administrative Assistant level.

## **SUPERVISION EXERCISED**

### **Office Assistant**

Exercises no supervision.

### **Administrative Assistant**

May exercise technical and functional supervision over lower level secretarial and clerical staff.

### **Senior Administrative Assistant**

May exercise technical and functional supervision over secretarial and clerical staff.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Perform a wide variety of clerical work including maintaining records, verifying accuracy of information, and recording information.

Perform a variety of routine bookkeeping duties including posting of prepared data and verification of data entered.

Provide information and forms to staff and the public; collect and process appropriate information; apply departmental and program policies and procedures in determining completeness of applications, records and files; collect and account for monies.

Type, proofread and word process a variety of documents including general correspondence, agendas, reports, newsletters, and memoranda.

Assist in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of appropriate unit, program, or department information.

Receive, open, review, sort, date stamp, and distribute office mail; review correspondence directed to assigned staff; prepare written responses as directed.

Maintain detailed calendar of department activities and for assigned staff; arrange interviews, appointments, schedules, conferences, travel arrangements, and itineraries.

Take and transcribe minutes at regular and special meetings and designated committees; prepare meeting packets for distribution; represent the assigned department in meetings and groups as assigned.

Maintain and account for limited office funds including petty cash fund.

Interpret regulations, policies, and procedures; make decision involving independent judgment and requiring specialized knowledge of technical practices and precedents; analyze situations and make appropriate decisions without immediate supervision.

Collect and compile material for review and analysis; provide recommendations for changes in programs, policy, or procedures to improve efficiency and cost effectiveness of operations; coordinate consultation, information exchange, and necessary clearances and or approvals.

Participate and assist in the administration of the assigned office; supervise, organize, and manage all office activities associated with the office; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms.

Relieve department head of a variety of administrative details; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies.

Assist in the preparation and monitoring of assigned budgets including to secure purchase orders, process invoices, monitor account balances, perform account transfers, compile annual budget requests, recommending expenditure requests for designated accounts, and monitoring approved budget accounts; review the financial condition of assigned programs and recommend and initiate corrective action to ensure financial integrity.

Serve as a primary resource and information source regarding department and program policies, procedures, objectives, and operational functions; receive and interview office visitors and telephone callers; answer questions and provide information where judgment, knowledge and interpretations are utilized, especially in the proper handling of confidential information or files; resolve complaints; refer caller to appropriate source as necessary.

Organize the flow of communication through the assigned office in an efficient and effective manner with City staff, news media, the general public, businesses, and other agencies.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs in assigned area; write reports which present and interpret data, identify alternatives and make and justify recommendations.

Direct, coordinate and review the work plan for assigned staff; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

Assist in a variety of department and program operations; coordinate, supervise, monitor, and participate in special projects, assignments and activities as assigned; maintain control files on matters in progress and expedite their completion; serve on committees as assigned.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; perform varied and responsible duties to assist in the processing and completion of administrative operations for assigned staff.

Initiate and maintain a variety of files and records for information related to the assigned department and programs including financial, budget, personnel, operational and administrative records; maintain and update resource materials.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders; contact vendors and suppliers as needed; maintain related records.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Office Assistant**

##### **Knowledge of:**

Standard office procedures, methods and computer equipment.

English usage, spelling, vocabulary, grammar and punctuation.

Principles and procedures of record keeping.

Basic word processing methods, techniques and programs.

Basic mathematical principles.

Numerical, alphabetical, and subject matter filing systems.

Principles and practices used in dealing with the public.

**Skill to:**

Operate modern office equipment including computer equipment.

Type at a speed of 50 words per minute and enter data at a speed necessary for successful job performance.

**Ability to:**

Learn, interpret, and apply pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Learn the procedures and functions of assigned position.

Work under supervision within a well-defined framework of standard policies and procedures.

Perform general clerical work including maintaining appropriate files and compiling information for reports.

Understand the organization and operation of the assigned department, outside agencies, and the City necessary to assume assigned responsibilities.

Respond to questions from the public and City personnel regarding policies and procedures for assigned area.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and timelines.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Minimum Qualifications:**

**Experience:**

Two years of clerical experience involving public contact.

**Training:**

Equivalent to the completion of the twelfth grade.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Administrative Assistant**

In addition to the qualifications for Office Assistant:

**Knowledge of:**

Principles and practices of basic fiscal, statistical, and administrative data collection and report preparation.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Principles and practices of business letter writing.

Word processing methods, techniques, and programs including spreadsheet and data base applications.

Practices used in minute taking and preparation.

**Ability to:**

Work under limited supervision within a broad framework of standard policies and procedures

Use independent judgment, initiative, and good human relations and problem solving skills in the application and follow through on decisions.

Work cooperatively with other departments, City officials and outside agencies.

Perform responsible and difficult administrative and secretarial work involving the use of independent judgment and personal initiative.

Analyze situations carefully and adopt effective courses of action.

Maintain confidential data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Compile, tabulate, and analyze data and information and prepare summaries and reports.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

**Minimum Qualifications:**

**Experience:**

Three years of increasingly responsible administrative secretarial experience.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized course work in office practices, management, or business administration.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Senior Administrative Assistant**

In addition to the qualifications for Administrative Assistant:

**Knowledge of:**

Office management principles.

Accounting and bookkeeping principles and practices.

Principles and practices of budget development and administration.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

**Skill to:**

Type at a speed of 60 words per minute and enter data at a speed necessary for successful job performance.

Transcribe recorded minutes.

**Ability to:**

Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.

Independently interpret a variety of complex policies and procedures.

Develop operating procedures to implement programs and policies.

Read, understand, apply, and explain technical policies and procedural requirements.

**Minimum Qualifications:**

**Experience:**

Four years of increasingly responsible administrative secretarial, administrative assistant, office management, or related experience.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training and course work in accounting, management, business administration, office practices, or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** January, 1999

**Revised Date:** August, 2017